



## Individual InfoForm Report

Reference Number: REF2860476

### Customer

#### Customer Name

Is Anonymous: False  
 Salutation: [REDACTED]  
 First Name: [REDACTED]  
 Last Name: [REDACTED]

#### Contact Numbers

Business Phone: [REDACTED]  
 Home Phone: [REDACTED]  
 Mobile Phone: [REDACTED]

#### Address Details

Address Type: Primary  
 Address Line 1: [REDACTED]  
 Address Line 2: [REDACTED]  
 Address Line 3: [REDACTED]  
 Suburb: [REDACTED]  
 Postcode: [REDACTED]  
 State: VIC  
 Country: [REDACTED]

#### Email Address

Email Address: [REDACTED]

#### Demographic Details

Age: N/A  
 Gender: Not Specified  
 Financial Hardship: No  
 Youth: No  
 Older Australian: No  
 English Language Skills: No  
 Indigenous: No  
 Remote Community: No  
 Disability: No  
 Serious or Chronic Illness: No  
 Other Temporary Circumstances: No

#### Special Requirements

Interpreter Call: No  
 TTY: No

#### Contact Record

Contact Reason: Report  
 Phone Source Line: General Enquiries

### Report Details

Contact Date: 20/01/2020  
 Contact Mode: Phone  
 Description: RAW DATA

C received an email from T [REDACTED] via T2 from T indicating that it was making a contribution of [REDACTED] for every dollar donated to bushfire relief efforts  
 C stated that this offer of additional contributions was in the large

[REDACTED]  
 C googled [REDACTED]  
 C attempted to contact T to confirm if T was making the additional contributions but was unable to confirm if the additional contributions were

T = [REDACTED]  
 T2 = [REDACTED]  
 #bushfires

#### RT Summary

C does not require a response  
 C received an email from T [REDACTED]  
 C stated the headline and main body of the email indicated T was accepting donations through its various outlets towards bushfire relief  
 C reported the email indicated T would make an additional [REDACTED] contribution for every \$1 consumers donated through its various outlets

[REDACTED]  
 C has attempted to confirm with T if it is continuing its offer of additional contributions but has been



## Individual InfoForm Report

unsuccessful  
C raised the concerns given T previous history regarding claims additional funds from its increased

Reason for RT  
Misleading and deceptive conduct by [REDACTED] regarding a sensitive public interest topic

Reported By | On Behalf of Organisation

Desired Outcome

### External Identifiers

Reference Number REF2860476 | CRM 2011 Ticket Number

TrackIT ID

### Activities

### Clock

### Classification

#### Categories

Level 1 Consumer Protection  
Level 2 Misleading and Deceptive  
Level 3

#### Types of Claim

Organic	No	Animal Welfare	No
Technology or Scientific	No	Genetically Modified	No
Environmental	No	Quality and Content Standards	No
Free Range	No	Place of Origin	No
Franchise	No	Health	No

#### Issue

Carbon Issue		Franchise Issue	No
Small Business Issue	No	Food Labelling	No
NBN Network	No		

#### Industry of Interest

Medical	No	Fuel	No
Supermarkets General	No	Supermarkets Shopper Dockets	No
Debt Collection	No	Telecommunications	No
Energy	No	Online or eCommerce	No

#### Mode of Communication

Door to Door	No	Telemarketing	No
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#### Advertising

Internet	No	Radio	No
Television	No	Press	No

### Conducts



## Individual InfoForm Report

Section Id	Section Name	Act / Division / Part	Group Description	ACL Classificationname
18	18 - Misleading or deceptive conduct	Act: CCA Div: Part: 2-1	ACL	M&D Conduct & False Representations

### Trader Details

Primary Trader: [REDACTED]

Trader ANZSIC Code [REDACTED]

Primary Trader Business Contact Name :

### Trader Details (if Different from Primary)

Trader Website  
 Trader Email Address  
 Trader Phone  
 Trader Address Line 1  
 Trader Address Line 2  
 Trader Address Line 3  
 Trader Address Suburb  
 Trader Address State  
 Trader Address Post Code

### Other Traders

Organisation Name	Telephone	State	Trader of Interest
[REDACTED]			No

### Action

Advice disc M&D  
 adv report recorded  
 Disc role ACCC  
 refer RT

[REDACTED] 24/01/2019 - RT Outcome: Escalated to UA - See UA Meetings table for further information

### Assignment

Order No [REDACTED] | No Response Required | No

### Resolution Dates

First Resolved On 20/01/2020 | Last Resolved On 24/01/2020

### InfoForm Action

Report Status Referred to UA Meeting | Report Status Reason

Referred To External Party:

Escalated To [REDACTED] | Escalated By

Action Date

Comments

### Confidentiality & TRIM Documents

Ministerial No | TRIM Response Doc

TRIM Contact Doc

### Product Safety

#### Action Taken

Complained No | Returned No

Asked Refund No | Returned Purchase No

Action Taken Other



## Individual InfoForm Report

Contacted Supplier		Consent to disclose
Outcome of contact with supplier		
PS Other action taken		
<b>Product Details</b>		
Brand		Date of Purchase
Type		Batch Name / Number
Manufacturer		
Name		
Model		
Description		
Product Category		
Related Product	No	
How was product obtained		
Other		
<b>Why Reporting</b>		
Problem Report		
Believe Banned	No	Almost Accident No
Injured	No	Injury Required Hospital Treat. No
Injury Details		
<b>Product Safety Injury/Incident details</b>		
PS Injured		Injury Severity
Treatment from a medical professional		Near Miss/Almost Accident
Require hospital stay		Type of incident nearly occurred
Provide details		
<b>Scam Watch</b>		
Scammer Contact Date		Will You Share Your Story:
Scam Contact Mode	N/A	On Behalf of Business No
Scam Contact Website		Business Age
Scam Contact Website Other		Business Size
How Paid (Payment Type)		
How Paid (Other)		
<b>Loss Type</b>		
Is a Loss Suffered?	No	Commercial Information Loss No
Personal Info Loss	No	Banking Details Loss No
Amount Lost		
<b>Small Business</b>		
Business Name		Industry
Business Age		Business Size
Description of Loss		
<b>Relationship</b>		
As Competitor	No	As Supplier No



### Individual InfoForm Report

Related As Franchisee	No	As Customer	No
As Other	No		
As Other Description			
<b>Refusal</b>			
Is Refusal	No		
Refusal to Supply?	No	Refusal Other	No
Refusal Type		Refusal Date	
Reason Sought	No	Alternative Available	No
Referred Elsewhere	No		
Reason Description			
Referral Outcome			
<b>Franchise</b>			
N			
Location			
Date Disclosure		Franchise Legal Received	No
Date Entered		Franchise Legal Waiver	No
Mediation	No	Mediation Date	
Mediation Result			
Negotiation	No	Negotiation Date	
Negotiation Result			
Franchise Other	No		
Franchise Other Details			
Franchise. Other Outcome			
<b>Anticompetitive &amp; Unconscionable Conduct</b>			
Is Anticompetitive	No		
Product			
Description			
<b>Unconscionable Conduct</b>			
Is Unconscionable	No		
Unconscionable Event			
Documents	No	Unconscionable Influence Used	No
<b>Report Lodged With Other Agency</b>			
Lodged With Other?	No		
Description			
Result			
<b>Audit</b>			
Created By		Created On	20/01/2020
Modified By		Modified On	30/01/2020